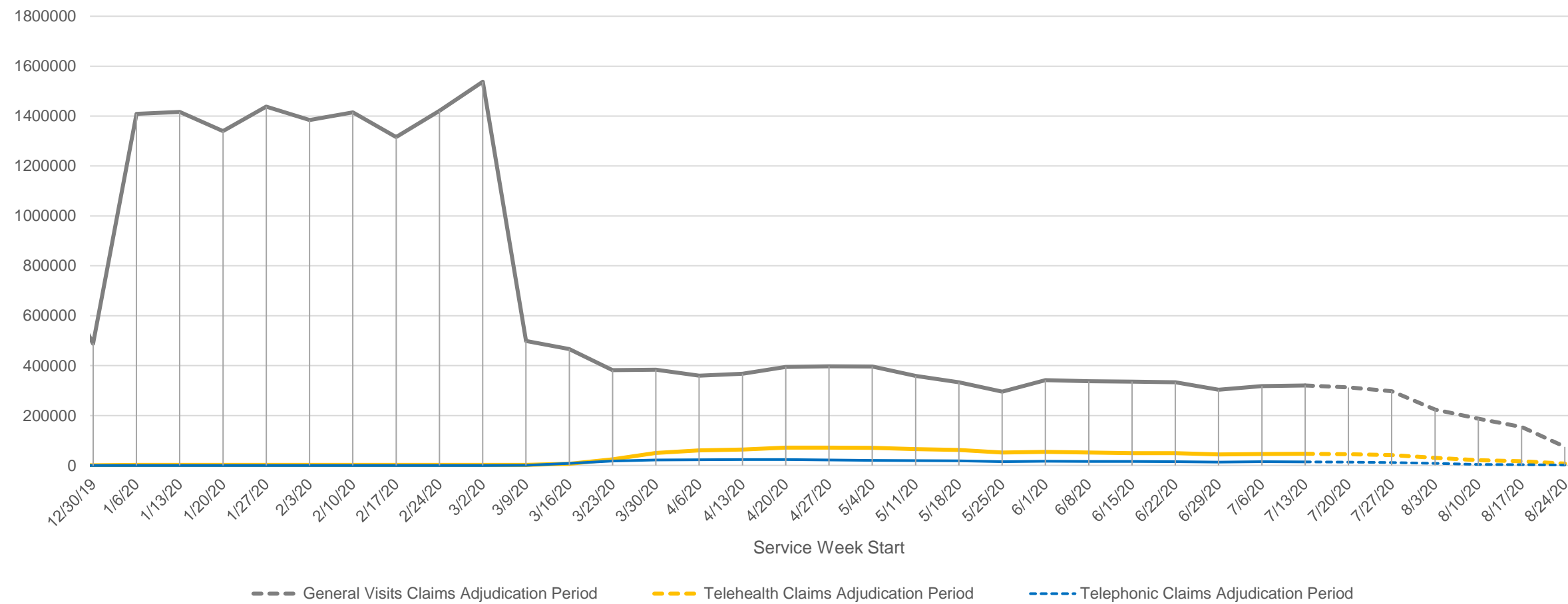


# **Telehealth in a Pandemic: NC Medicaid Learnings**

October 2020

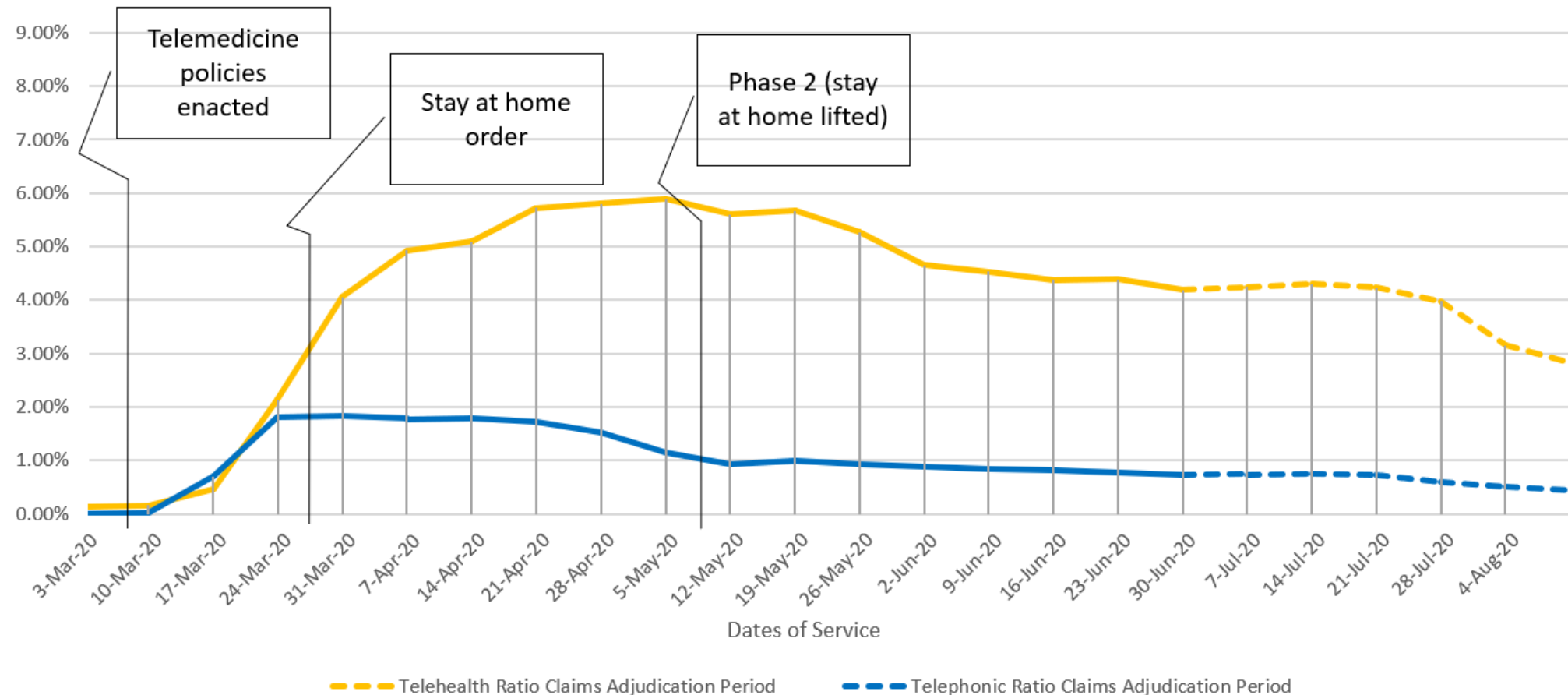
# Medicaid Telehealth, Telephonic and In-Person Professional Claims Volume | 12/30/19 - 08/31/20

- Steep increases in telehealth and telephonic claims and an even steeper decrease in-person claims combined to produce dramatic increases in telehealth and telephonic claims ratios.
- All modalities decrease with claims adjudication.



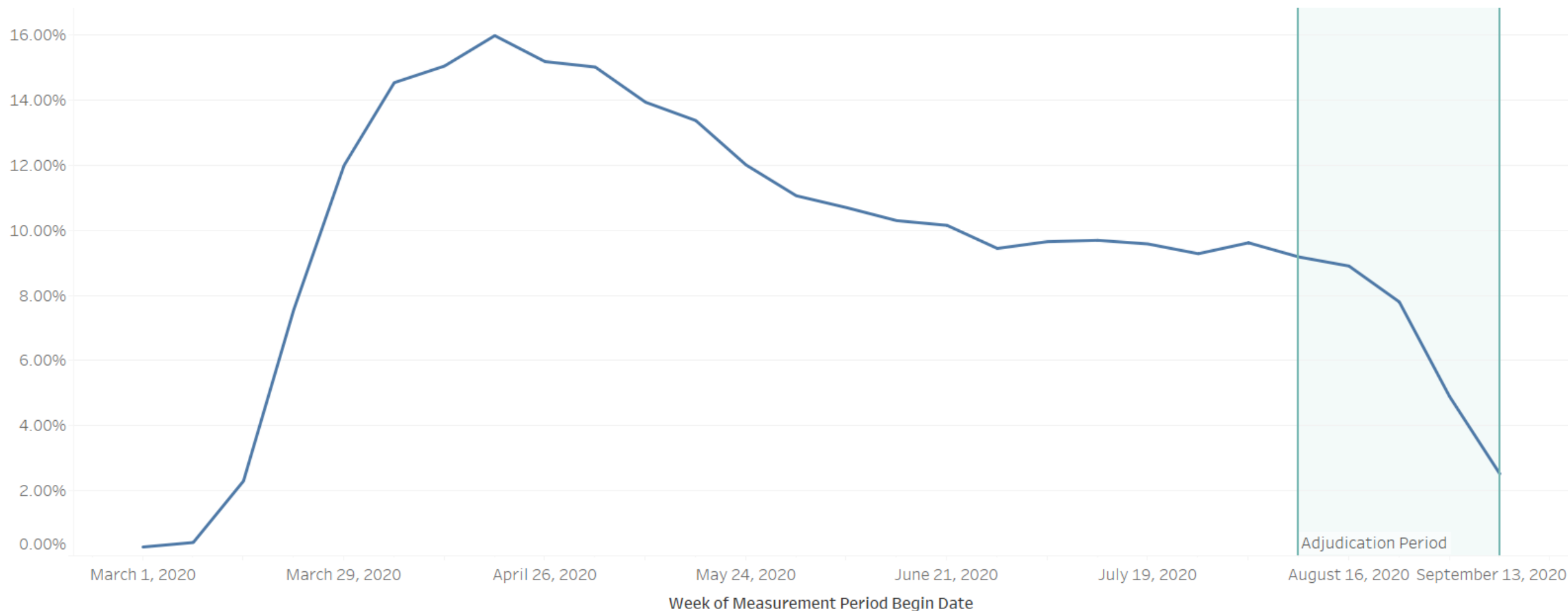
## Telehealth and Telephonic Ratios| 03/03/20 – 08/17/20

Ratio of telehealth and telephonic to in-person claims jump after NC Medicaid implements telehealth/telephonic policy changes



## % Beneficiaries Served via Telemedicine by Week | 03/01/2020 – 09/12/2020

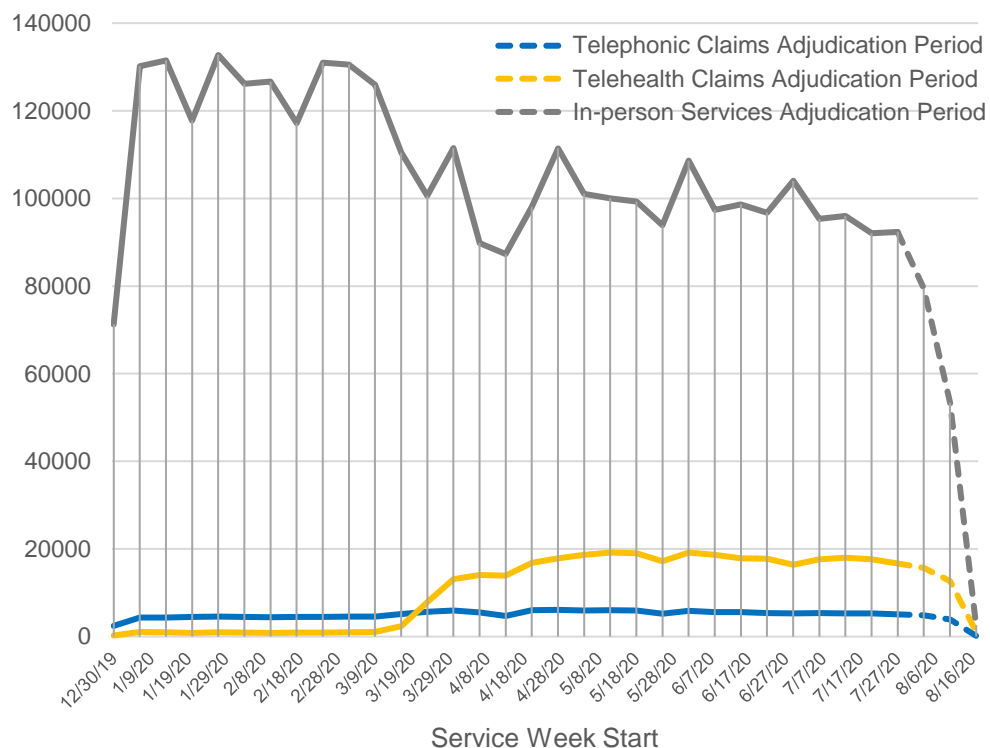
- Rate starts to decrease in late April coinciding with Phase 2 and rebound in in-person services
- Over the course of this time period, **309,966** beneficiaries have had at least one telemedicine encounter



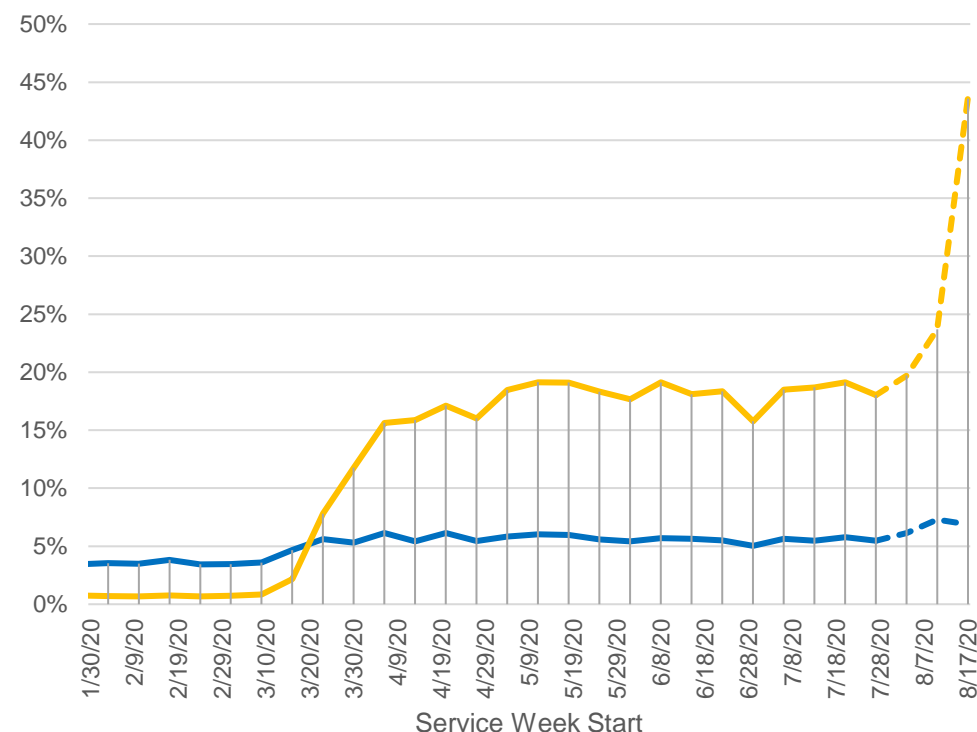
## Behavioral Health Telehealth, Telephonic Uptake | 01/30/20 – 08/24/20

- While in-person behavioral health (BH) claims (grey line, left chart) have decreased, telehealth claims (yellow line, left chart) have jumped. This relationship produces the spike in the ratio of telehealth to in-person services represented by the yellow line in the chart on the right.

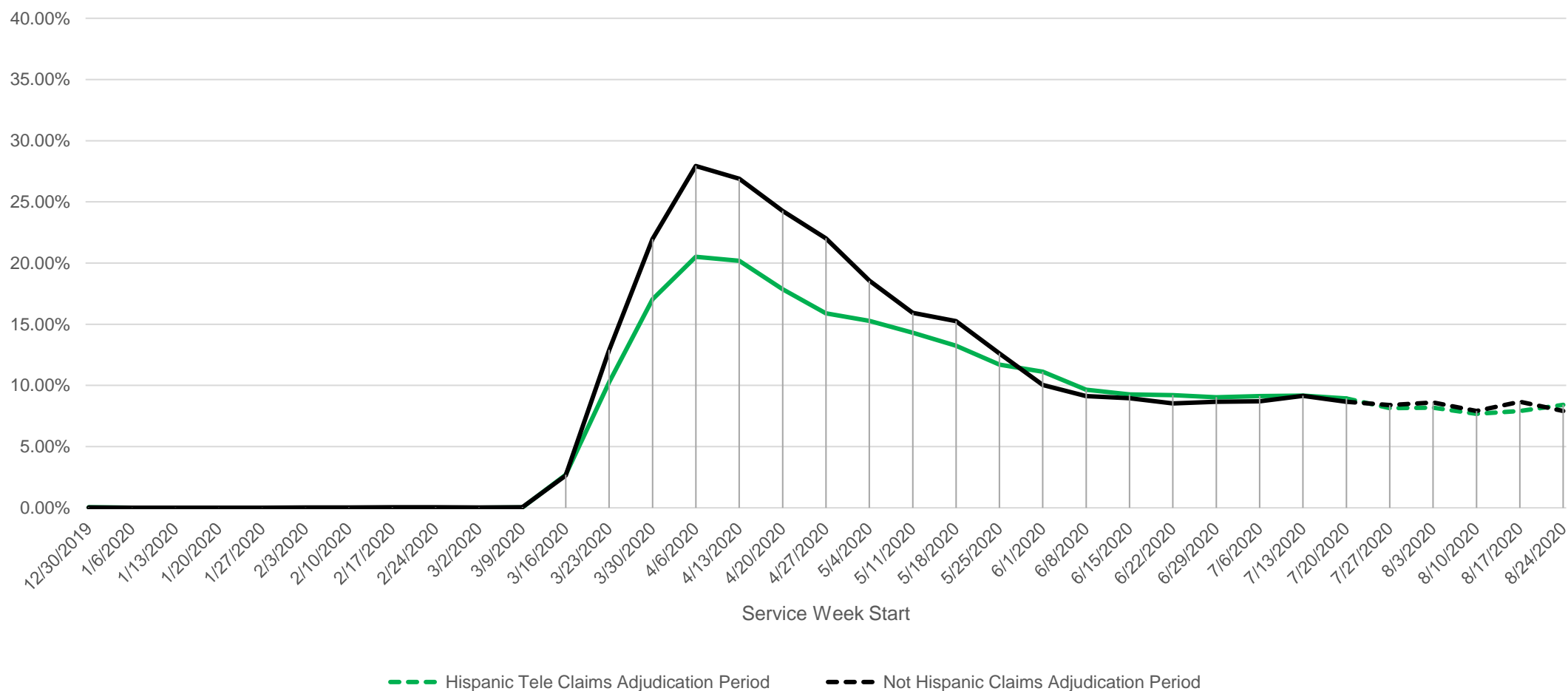
Telehealth, Telephonic and In-person Claims Volume



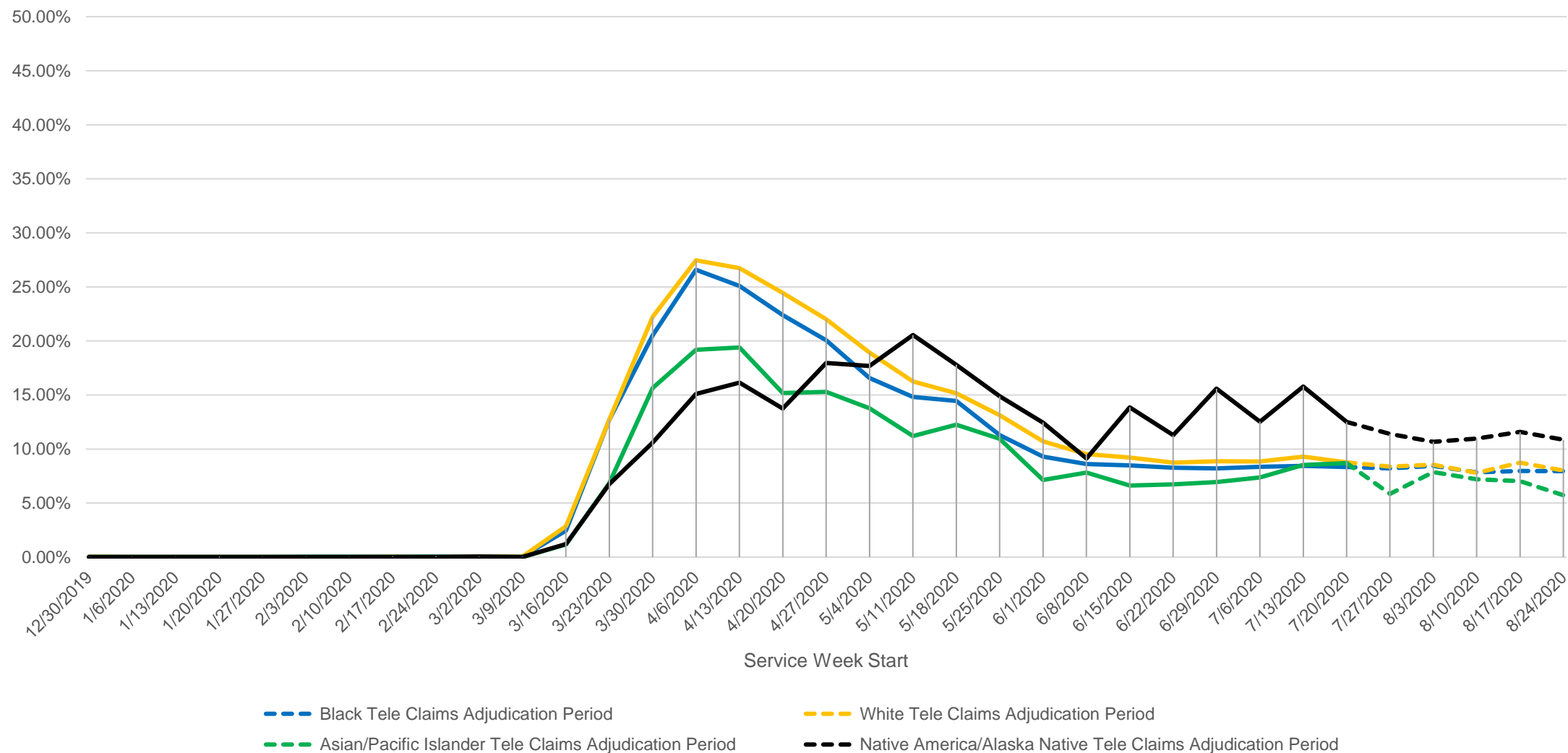
Telehealth and Telephonic to In-Person Service Ratios



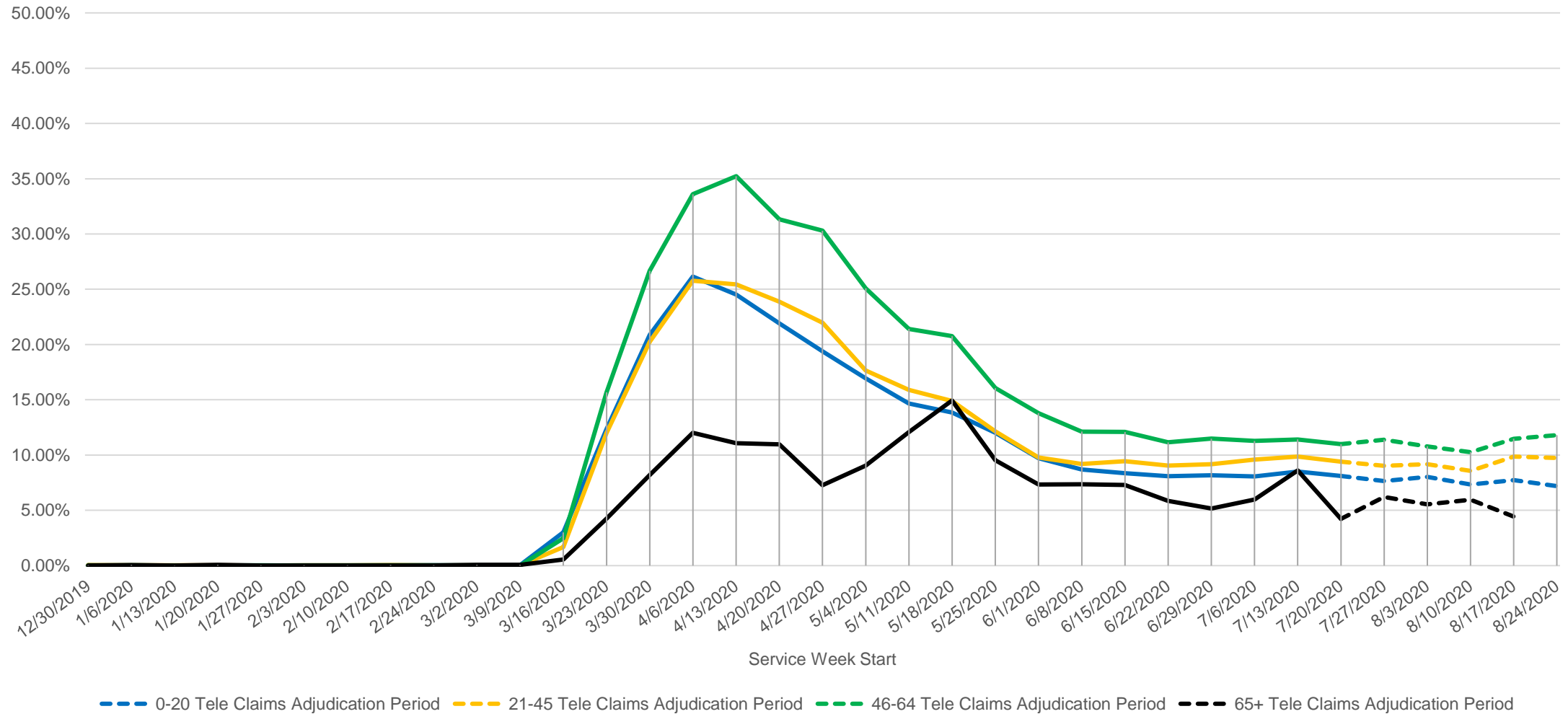
## Combined Telehealth/Telephonic to In-Person Ratios by Ethnicity | 12/30/19 – 08/30/20



## Combined Telehealth/Telephonic to In-Person Ratios by Race| 12/30/19 – 08/30/20



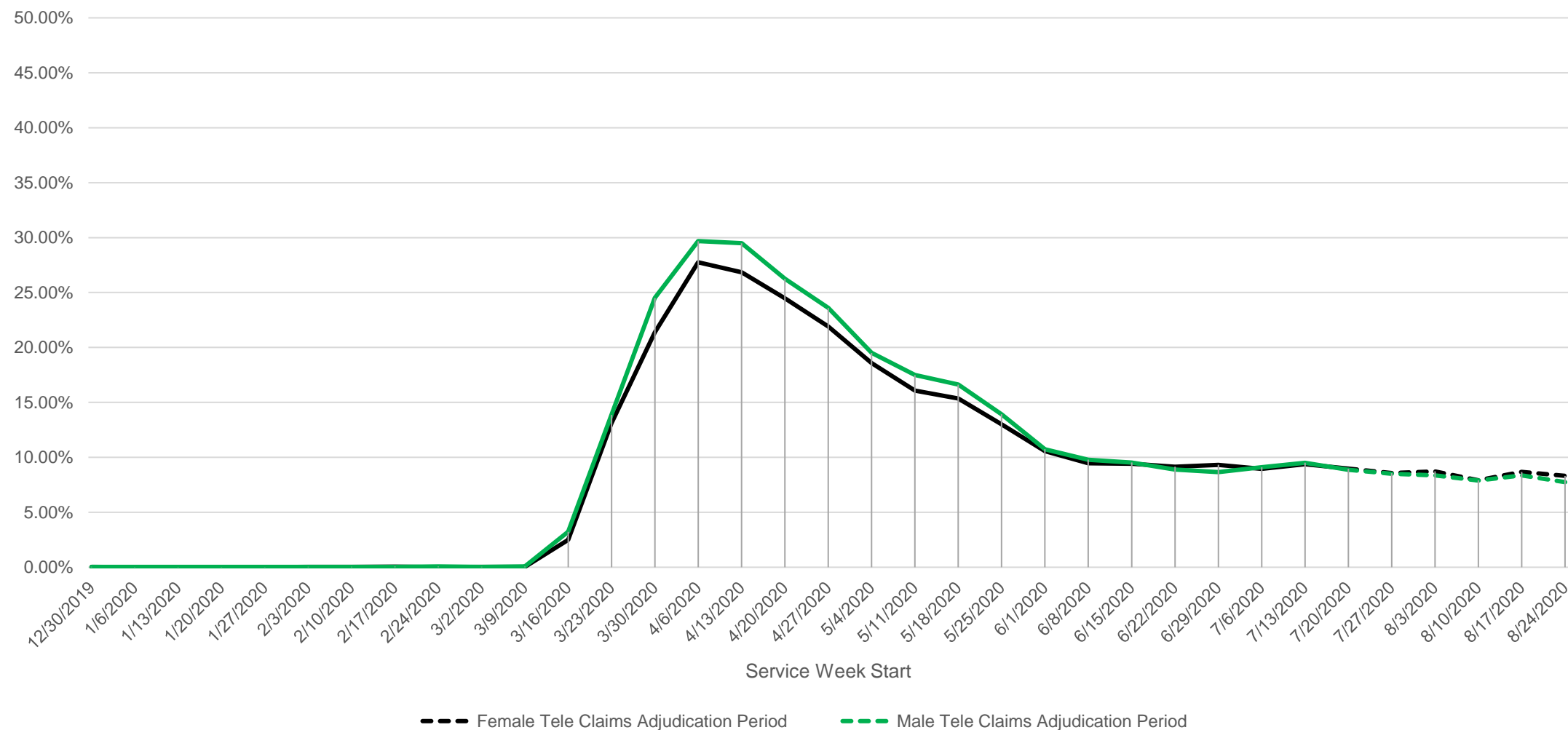
## Combined Telehealth/Telephonic to In-Person Ratios by Age Group1| 12/30/19 – 08/30/20



1. The ratio for the 65+ age group for the week of 8/24/20 has been suppressed due to a small number of claims.  
Data pulled from CCNC dashboard, containing mainly primary care and OB claims



## Combined Telehealth/Telephonic to In-Person Ratios by Gender | 12/30/19 – 08/30/20



Data pulled from CCNC dashboard, containing mainly primary care and OB claims

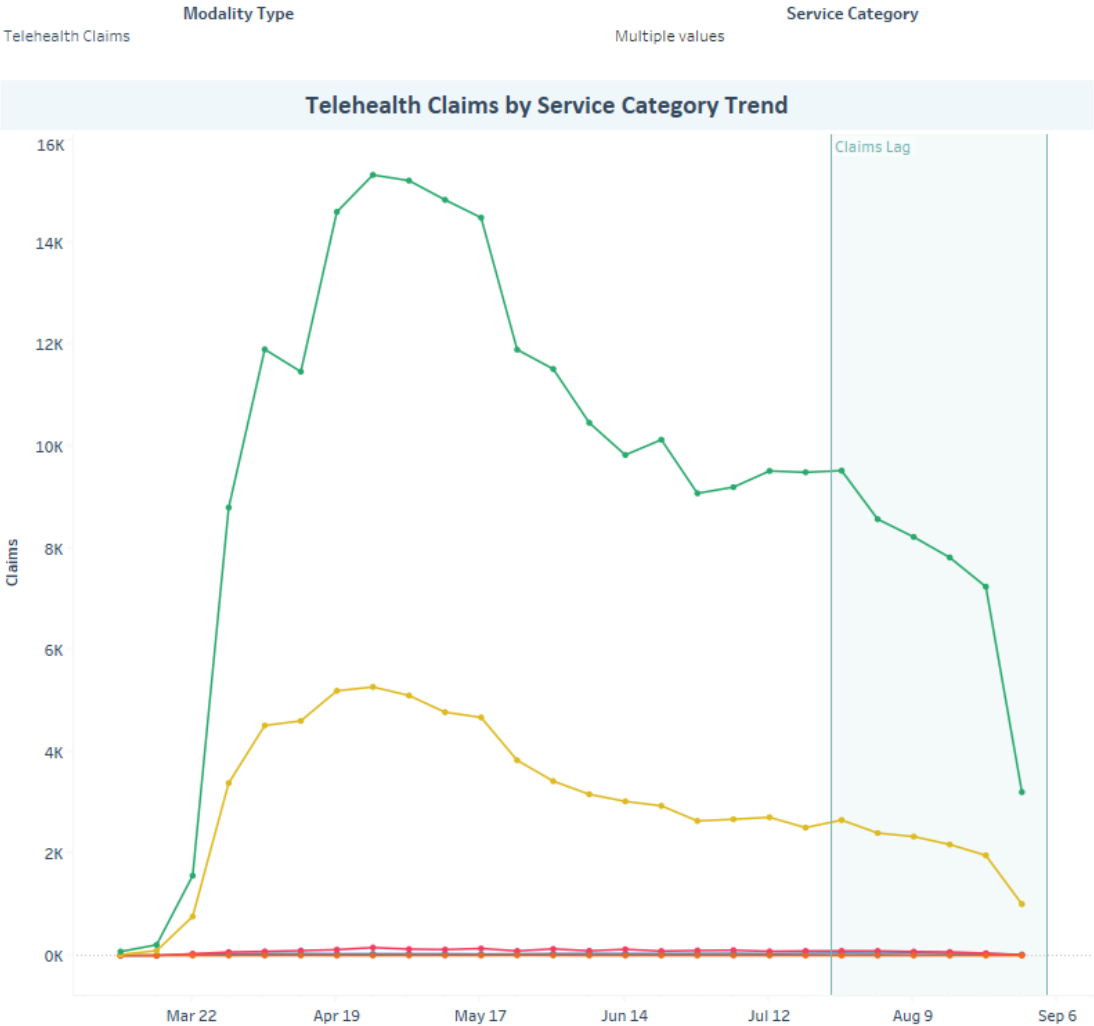
# Telehealth Utilization – Outpatient Specialized Therapy



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Service Category



Service Provider County: All      Record Type: All

### Telehealth Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
Speech Evaluation and Therapy	4,996	57,308	58,142	46,175	42,446	32,886	2,233
PT & OT Evaluation and Therapy	2,055	21,042	19,161	13,729	12,012	9,172	736
Nutrition/Dietary Eval and Counseling	51	482	481	480	411	282	4
Audiology	40	147	124	155	175	168	11
Outpatient Respiratory Therapy	1	2	6	2	0	0	0

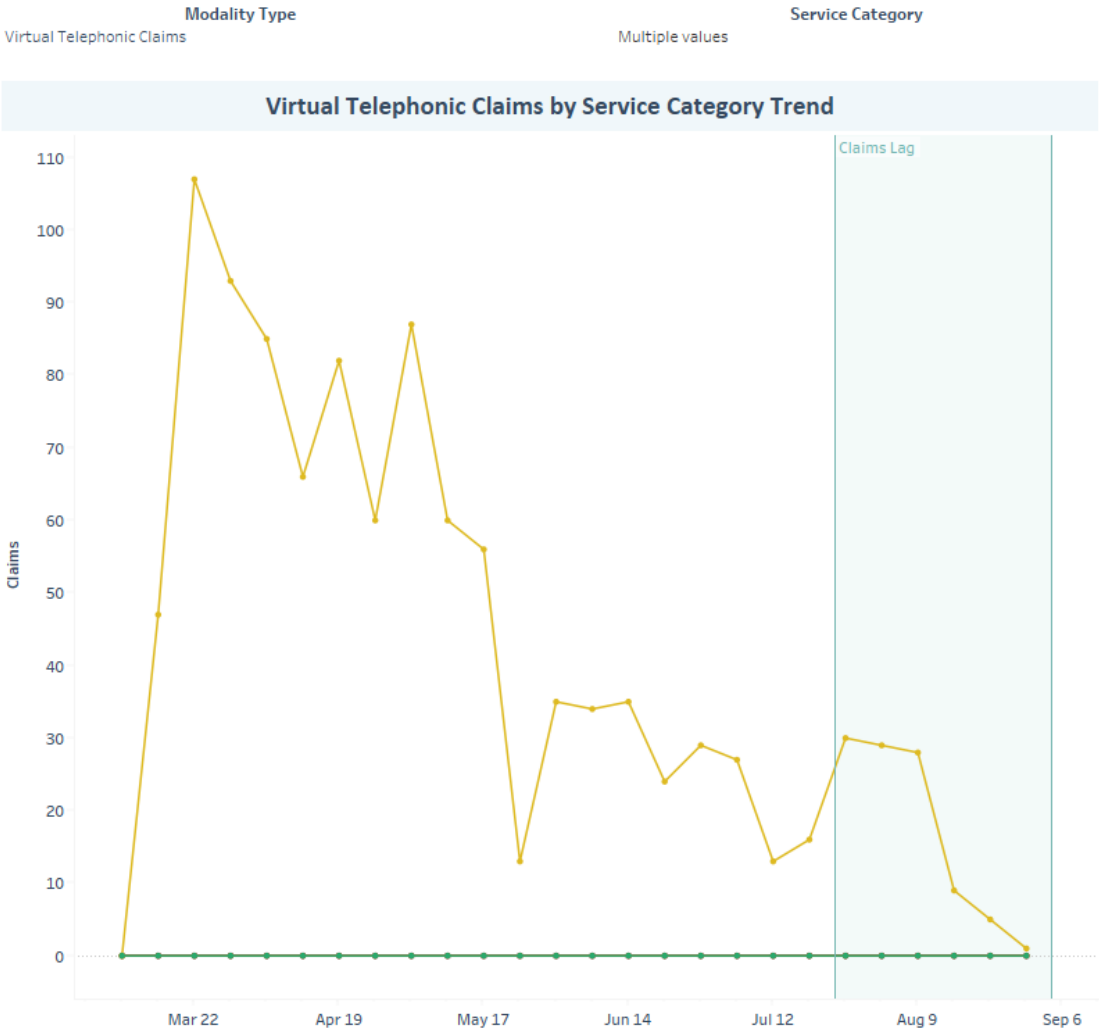
Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

# Virtual/Telephonic Utilization – Outpatient Specialized Therapy



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring Telecode Utilization by Modality - Service Category



Service Provider County: All

Record Type: All

### Virtual Telephonic Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
PT & OT Evaluation and Therapy	194	341	221	135	108	71	1
Speech Evaluation and Therapy	0	0	0	0	0	0	0
Outpatient Respiratory Therapy	0	0	0	0	0	0	0
Nutrition/Dietary Eval and Counseling	0	0	0	0	0	0	0
Audiology	0	0	0	0	0	0	0

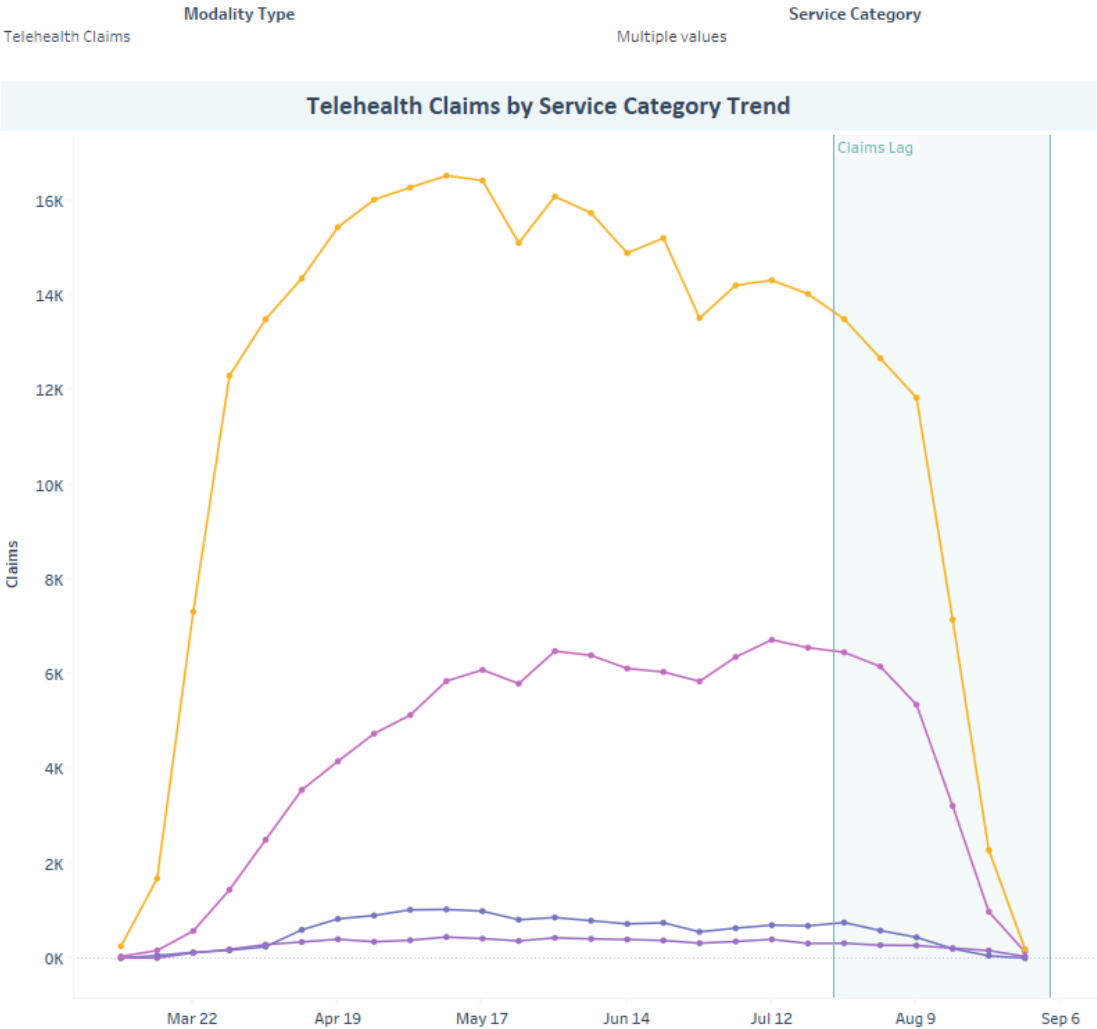
Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

# Telehealth Utilization – Behavioral Health Services



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring Telecode Utilization by Modality - Service Category



Service Provider County: All      Record Type: All

### Telehealth Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
Psychiatric Diagnostic Evaluation and Psychothera..	13,820	64,389	67,038	68,000	62,994	34,312	106
Enhanced Behavioral Health Services	1,248	14,996	23,881	27,449	29,232	15,945	90
Autism Spectrum Disorder	254	2,506	4,022	3,424	3,023	1,283	0
Developmental/Behavioral Screening and Testing	190	1,440	1,668	1,782	1,517	938	19

Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

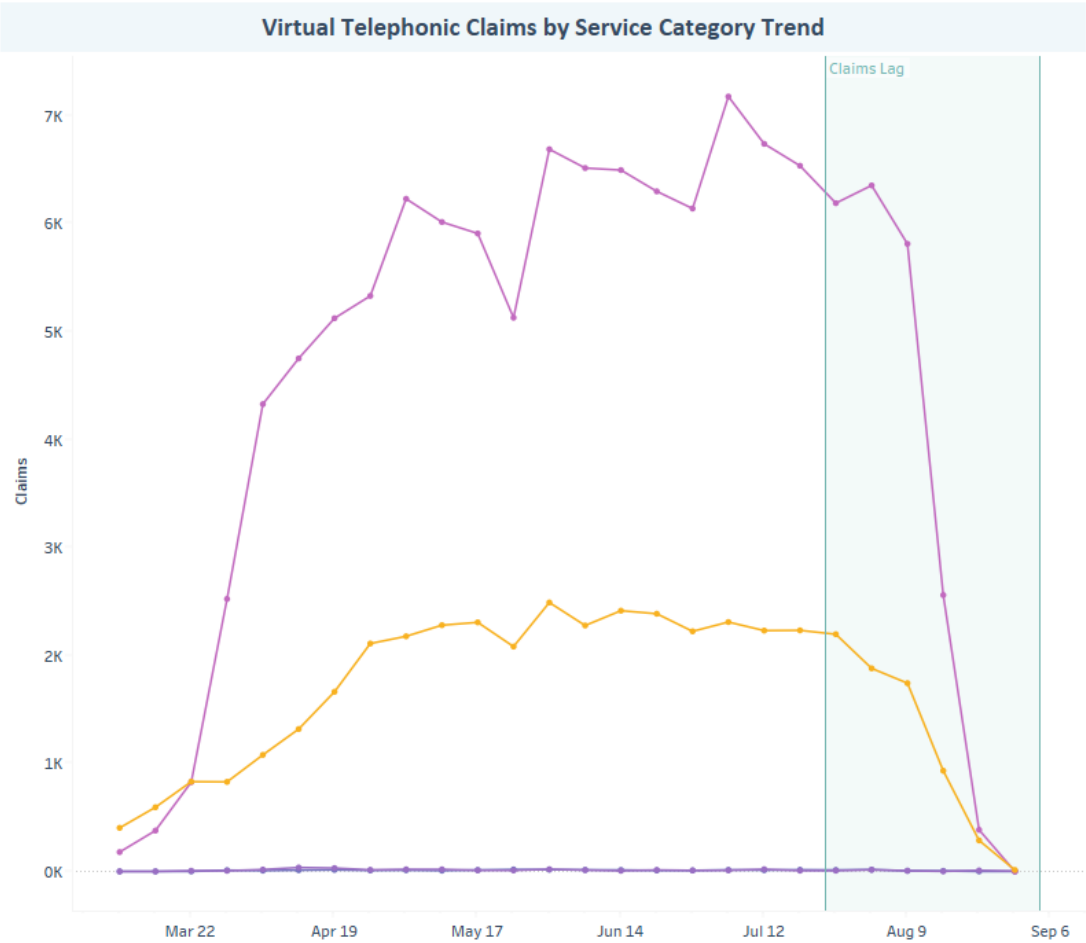
# Virtual/Telephonic Utilization – Behavioral Health Services



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring Telecode Utilization by Modality - Service Category

Modality Type: Virtual Telephonic Claims  
Service Category: Multiple values



Service Provider County: All  
Record Type: All

### Virtual Telephonic Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
Enhanced Behavioral Health Services	1,997	20,165	24,651	28,483	29,844	15,440	0
Psychiatric Diagnostic Evaluation and Psychothera...	2,149	6,326	9,212	10,634	10,079	4,875	9
Developmental/Behavioral Screening and Testing	10	99	58	55	49	31	3
Autism Spectrum Disorder	1	48	52	54	60	27	0

Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

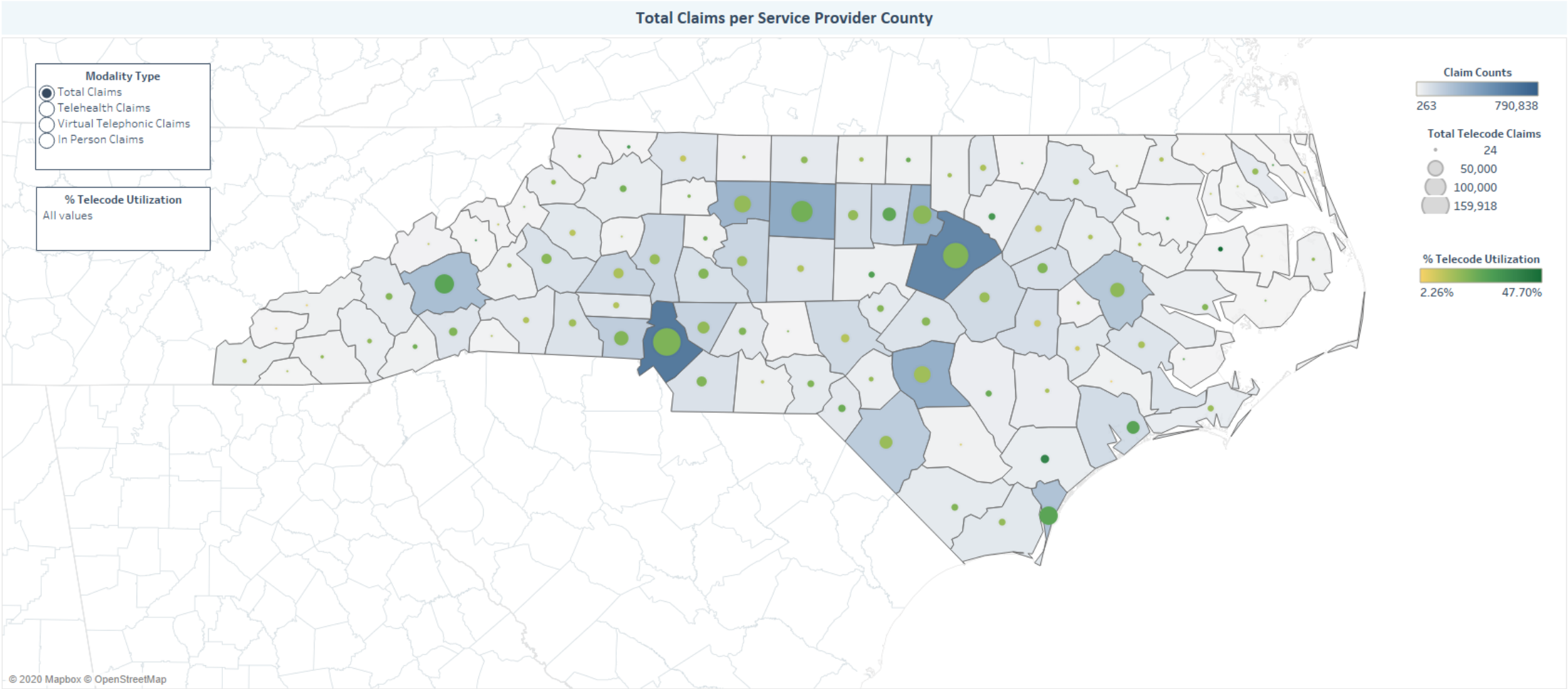
# All Claims – COVID Flexibilities Utilization



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County



© 2020 Mapbox © OpenStreetMap

Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

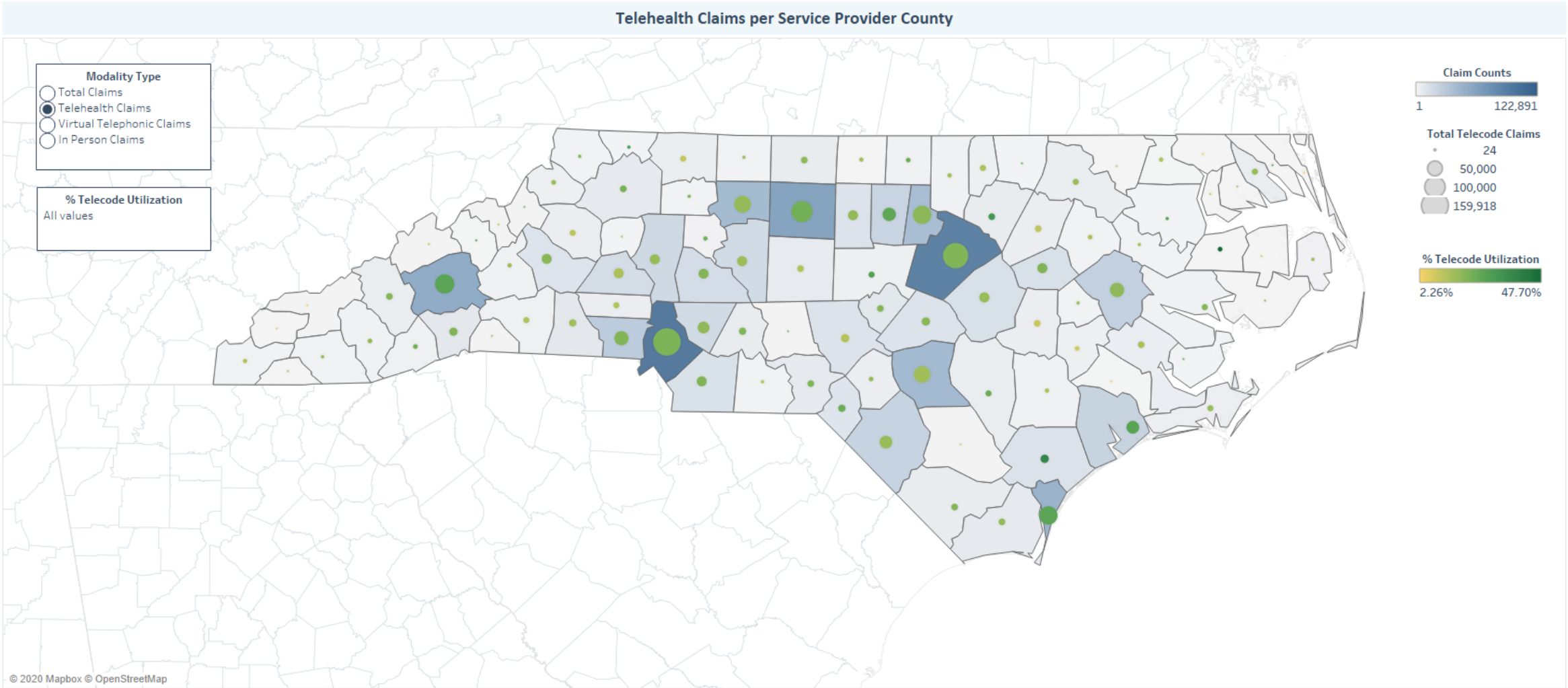
# Telehealth Claims –COVID Flexibilities Utilization



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County



© 2020 Mapbox © OpenStreetMap

Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

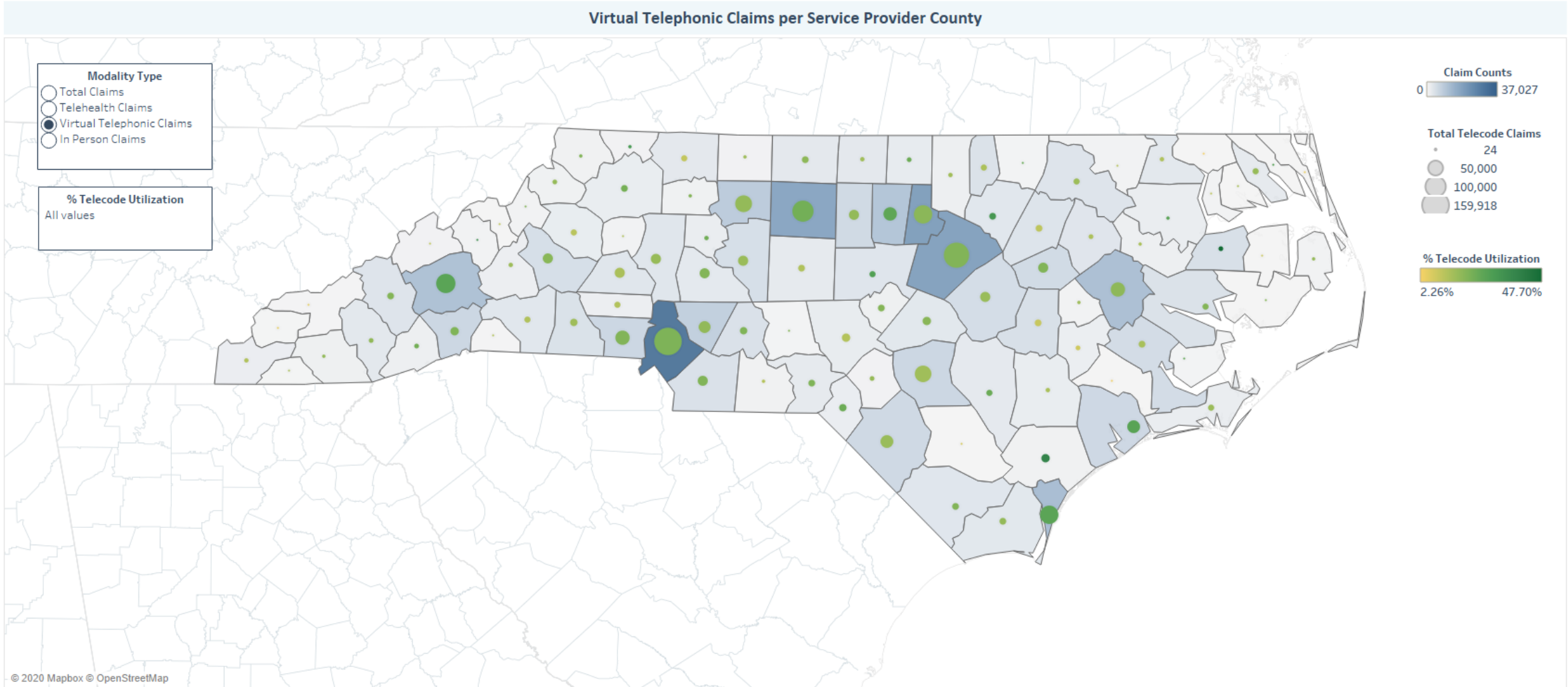
# Telephonic Claims – COVID Flexibilities Utilization



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County



© 2020 Mapbox © OpenStreetMap

Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.



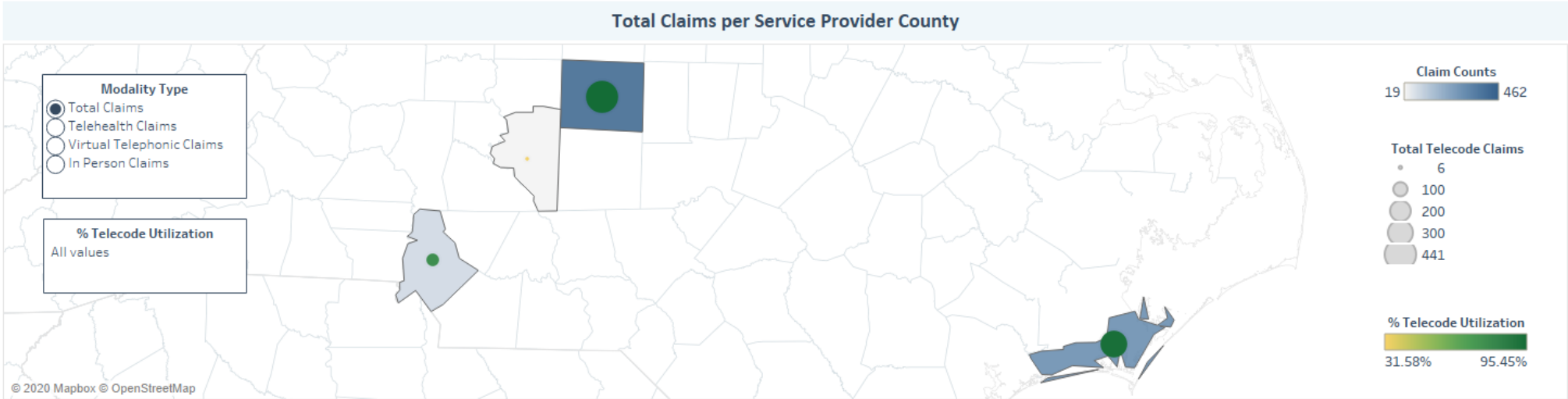
# All Claims – COVID Flexibilities Audiology



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

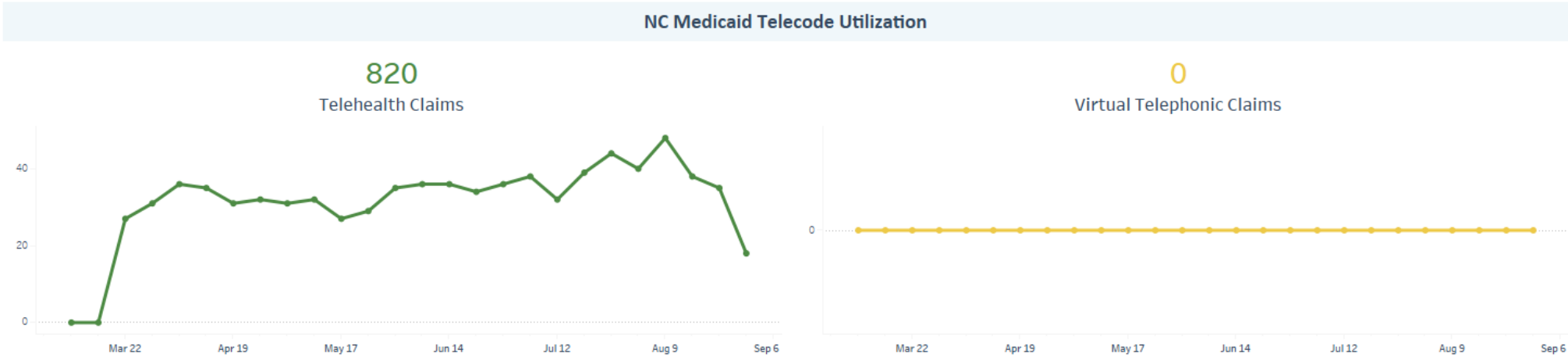
Telecode Utilization by Modality - Provider County



Record Type	
All	

Service Category	
Audiology	

Claims by Service Provider County	
Total Claims	
CARTERET	325
DAVIDSON	19
GUILFORD	462
MECKLENBURG	88



Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

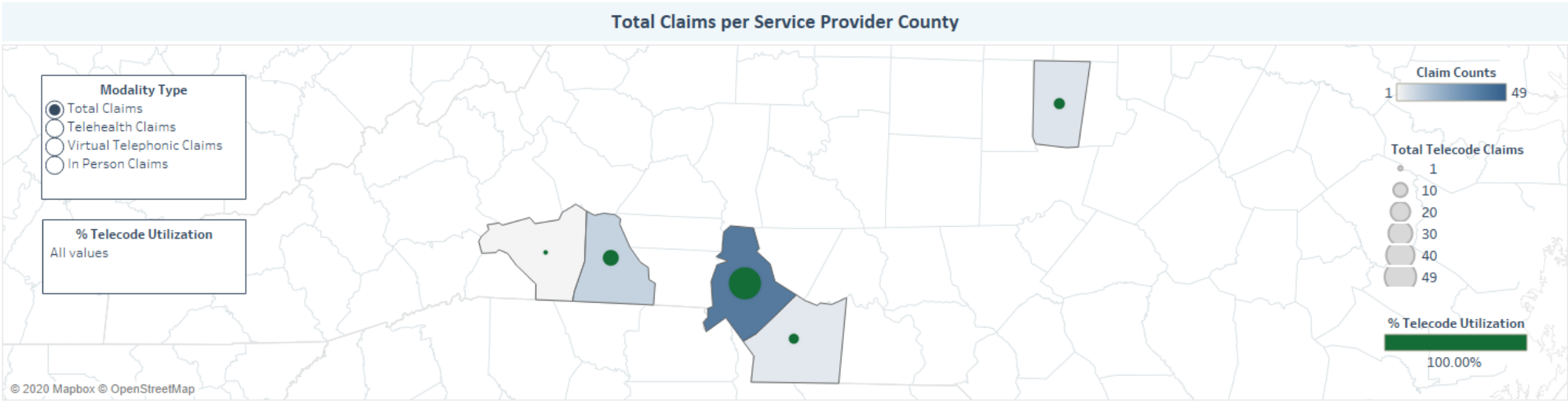
# All Claims – COVID Flexibilities Self Measured Blood Pressure



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County



Record Type
All

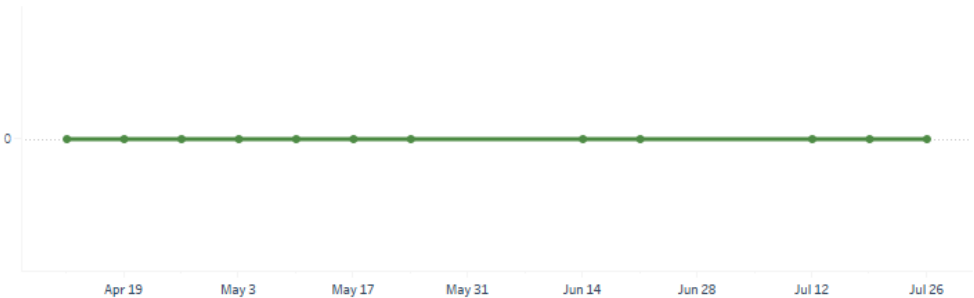
Service Category
Self-Measured Blood Pressure M..

Claims by Service Provider County	Total Claims
CLEVELAND	12
MECKLENBURG	49
ORANGE	6
RUTHERFORD	1
UNION	5

## NC Medicaid Telecode Utilization

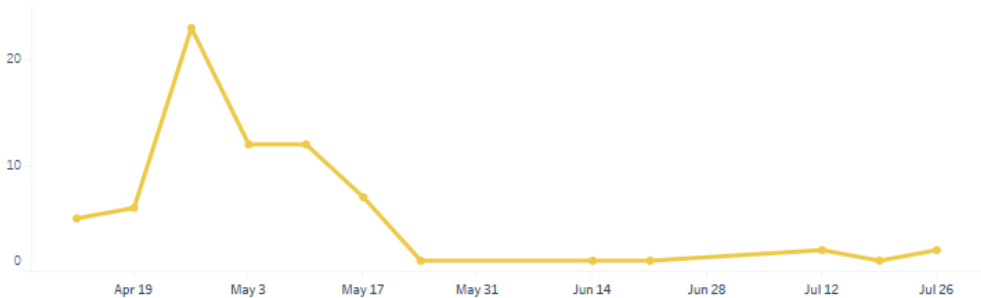
0

Telehealth Claims



73

Virtual Telephonic Claims



Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

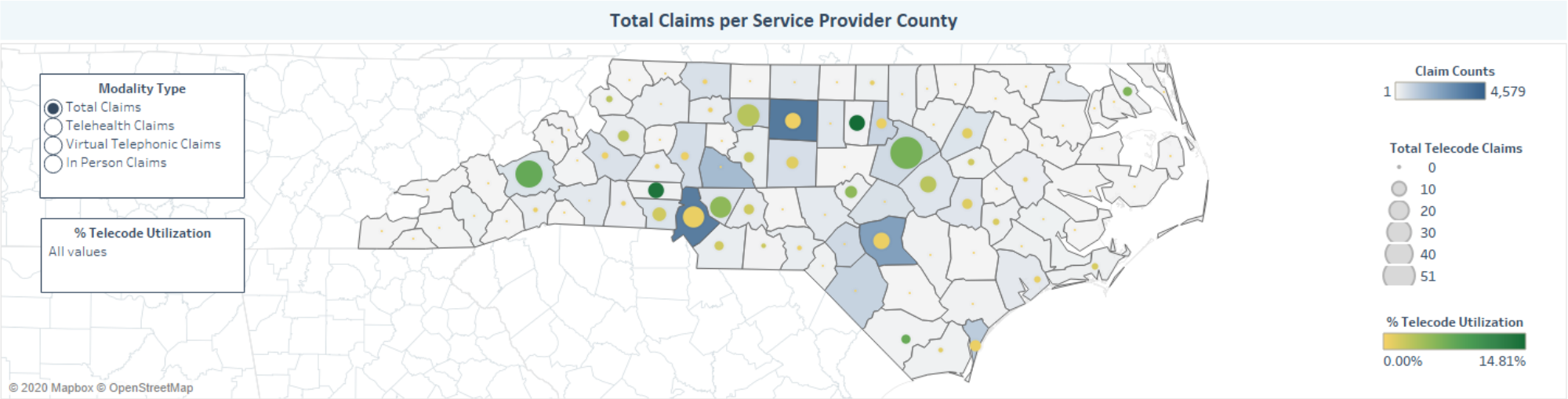
# All Claims – COVID Flexibilities Smoking and Tobacco Cessation



INTERNAL DHB USE ONLY

## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County



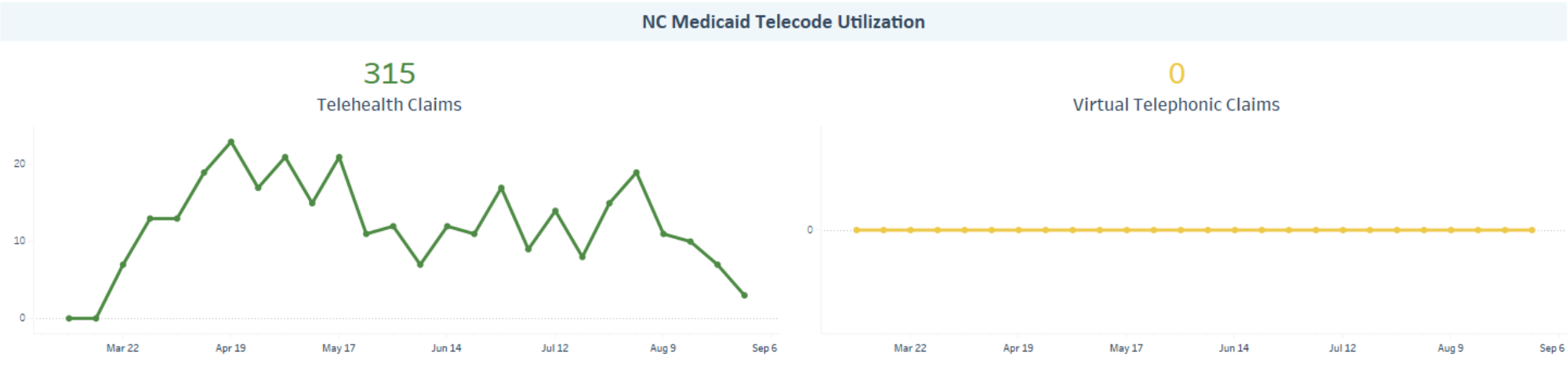
Record Type  
All

Service Category  
Smoking and Tobacco Cessation

### Claims by Service Provider County

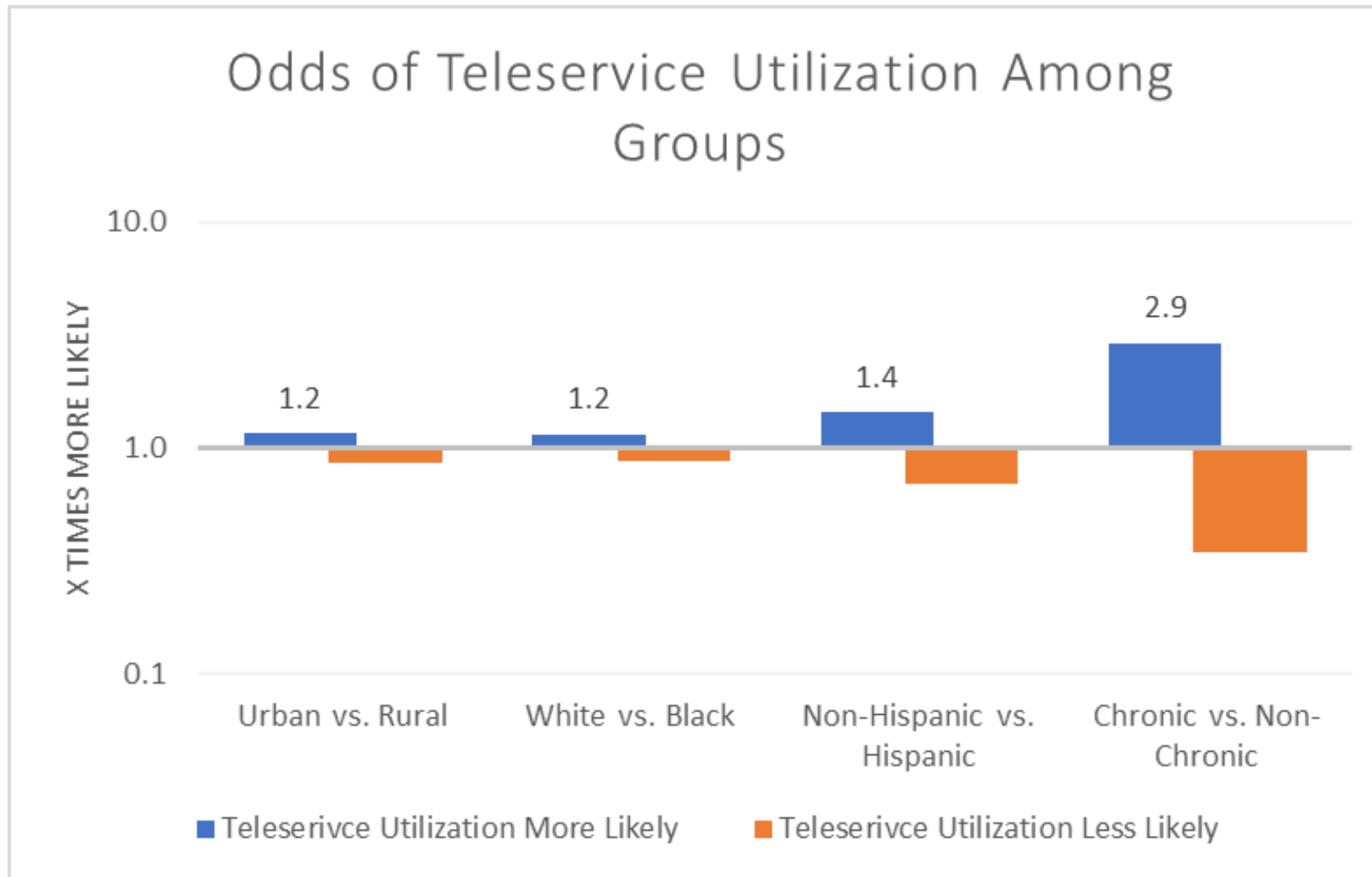
Total Claims

ALAMANCE	405
ALEXANDER	2
ALLEGHANY	6
ANSON	51
ASHE	15
BEAUFORT	7
BERTIE	8
BLADEN	2
BORDER COUNTIES	32
BRUNSWICK	114
BUNCOMBE	503
BURKE	571
CABARRUS	438
CALDWELL	215
CARTERET	136
CASWELL	33
CATAWBA	206
CHATHAM	15
CHEROKEE	7
CHOWAN	12
CLAY	10
CLEVELAND	198
COLUMBUS	57
CRAVEN	120

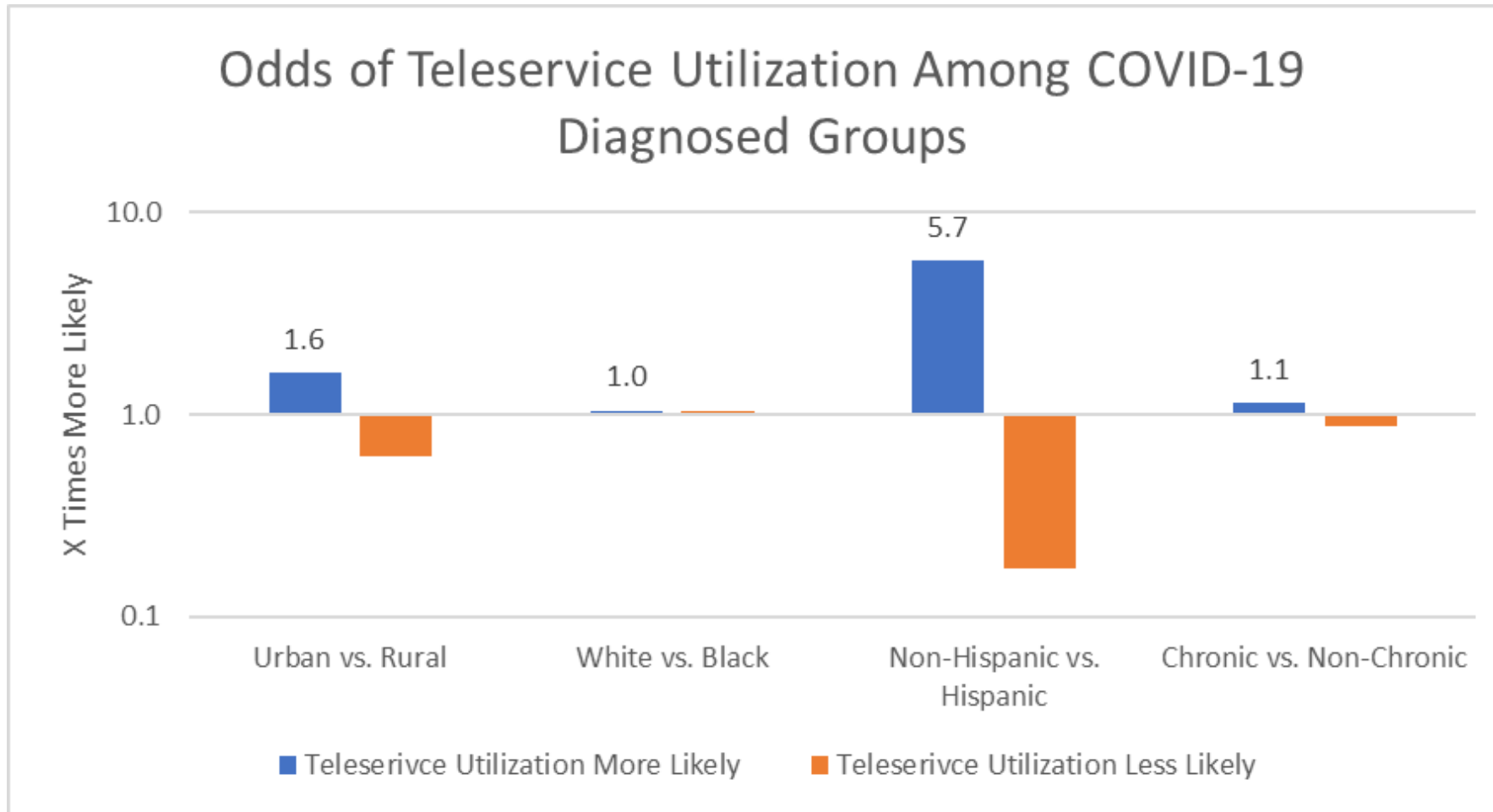


Data refreshed as of 9/14/2020, and claims data reflective of 9/4/2020 service begin date.

## Teleservice Utilization Odds by Geography, Race and Disease Type



## Teleservice Utilization Odds by COVID-19 Diagnosed Groups



# Rates of Telehealth Among ABD Beneficiaries

Total Patients	Total Telehealth	Client ABD Status	Percent Telehealth
21,124	2,797	NULL	13.24%
410,777	86,848	No	21.14%
114,680	31,745	Yes	27.68%

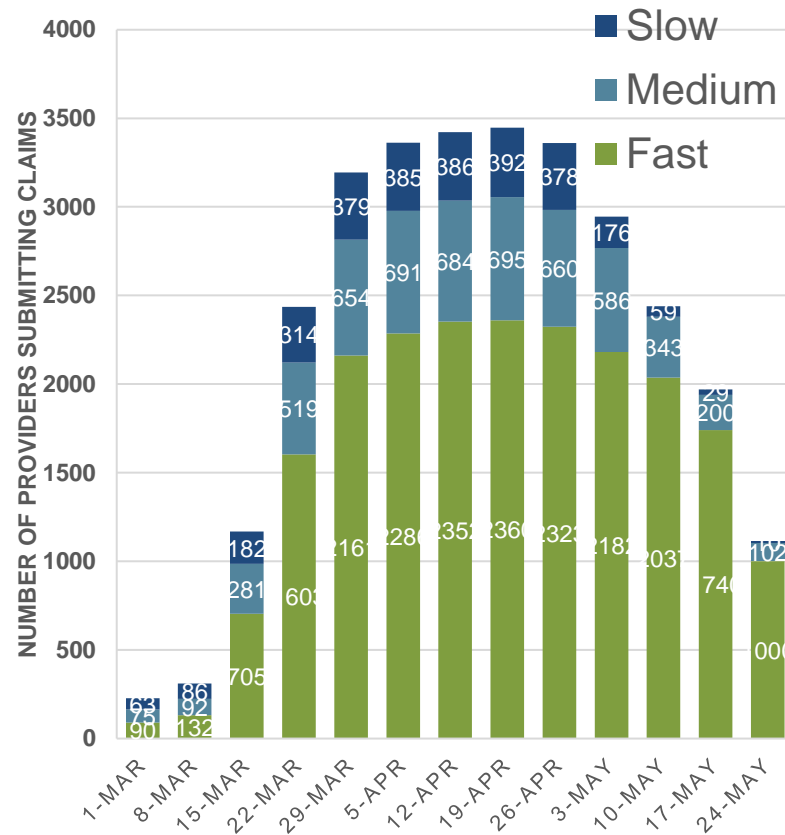
# Using Teleservices to Close Care Gap

Primary care practices that adopted teleservices at higher rates saw a much larger proportion of their patients during the first three months of the COVID-19 period.

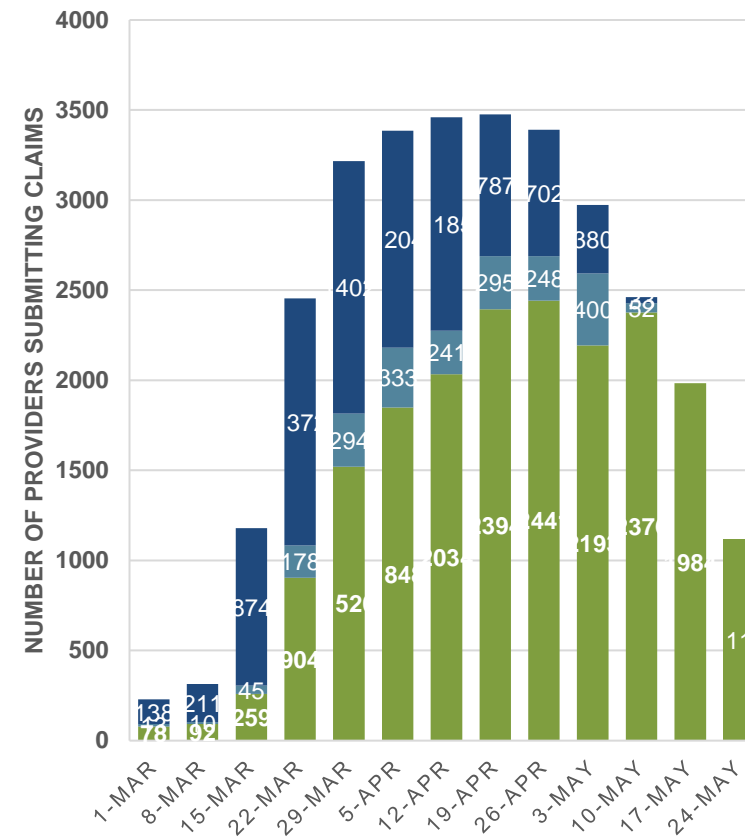
Primary care practices' level of teleservice claims through May 2020 # of Practices	# of Patients Receiving Primary Care		Est. % of Panel Accessing Practice
HIGH (100+)	91	111493	32%
MED (20-99)	357	87059	22%
LOW (1-19)	586	60922	20%
NONE	586	64829	16%
Grand Total	1620	324303	22%

# Providers engaged in teleservices were slower to bill

**Lookback Period (Sept.-Dec. 2019)**

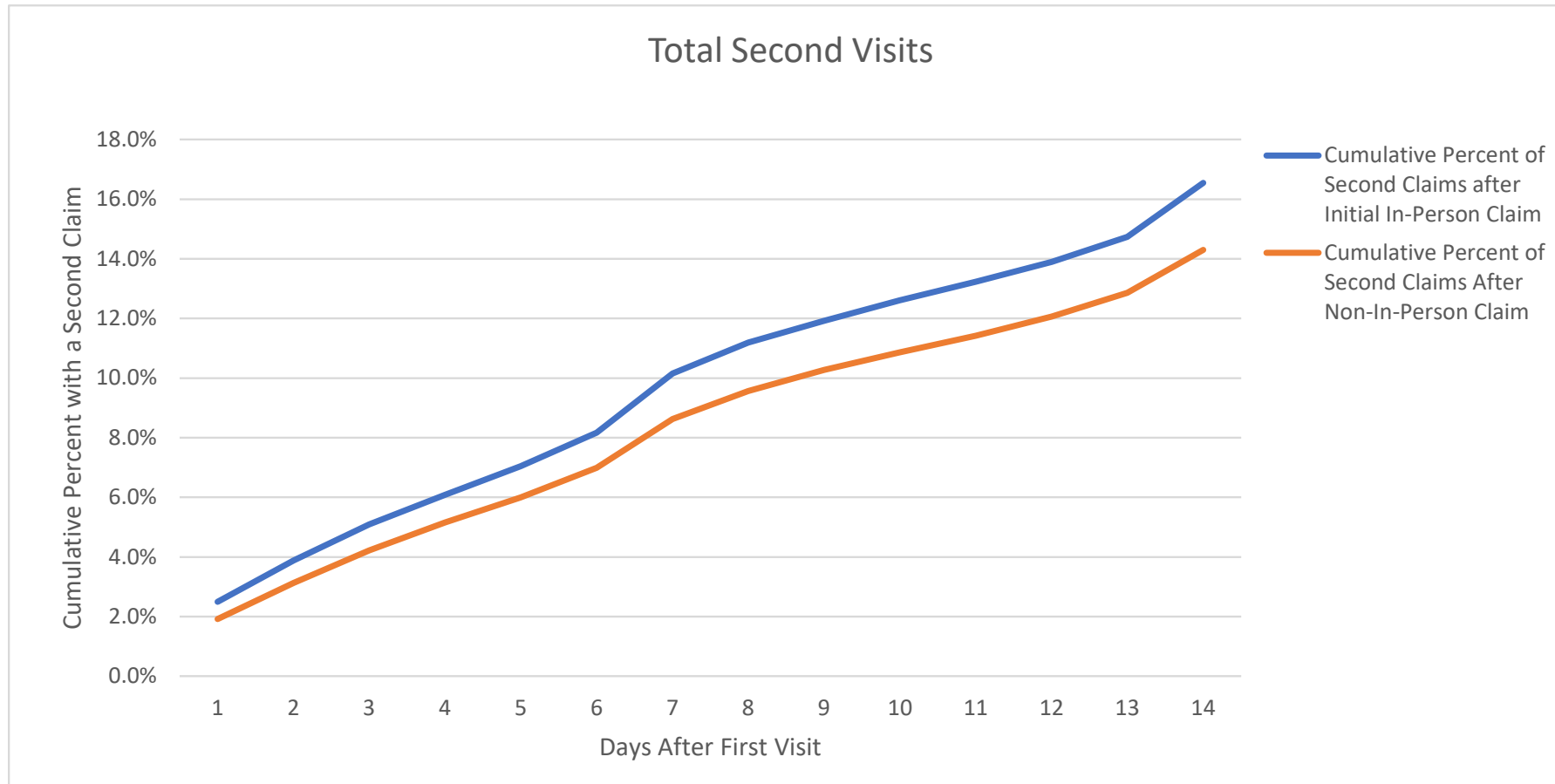


**COVID-19 Period (March-May 2020)**

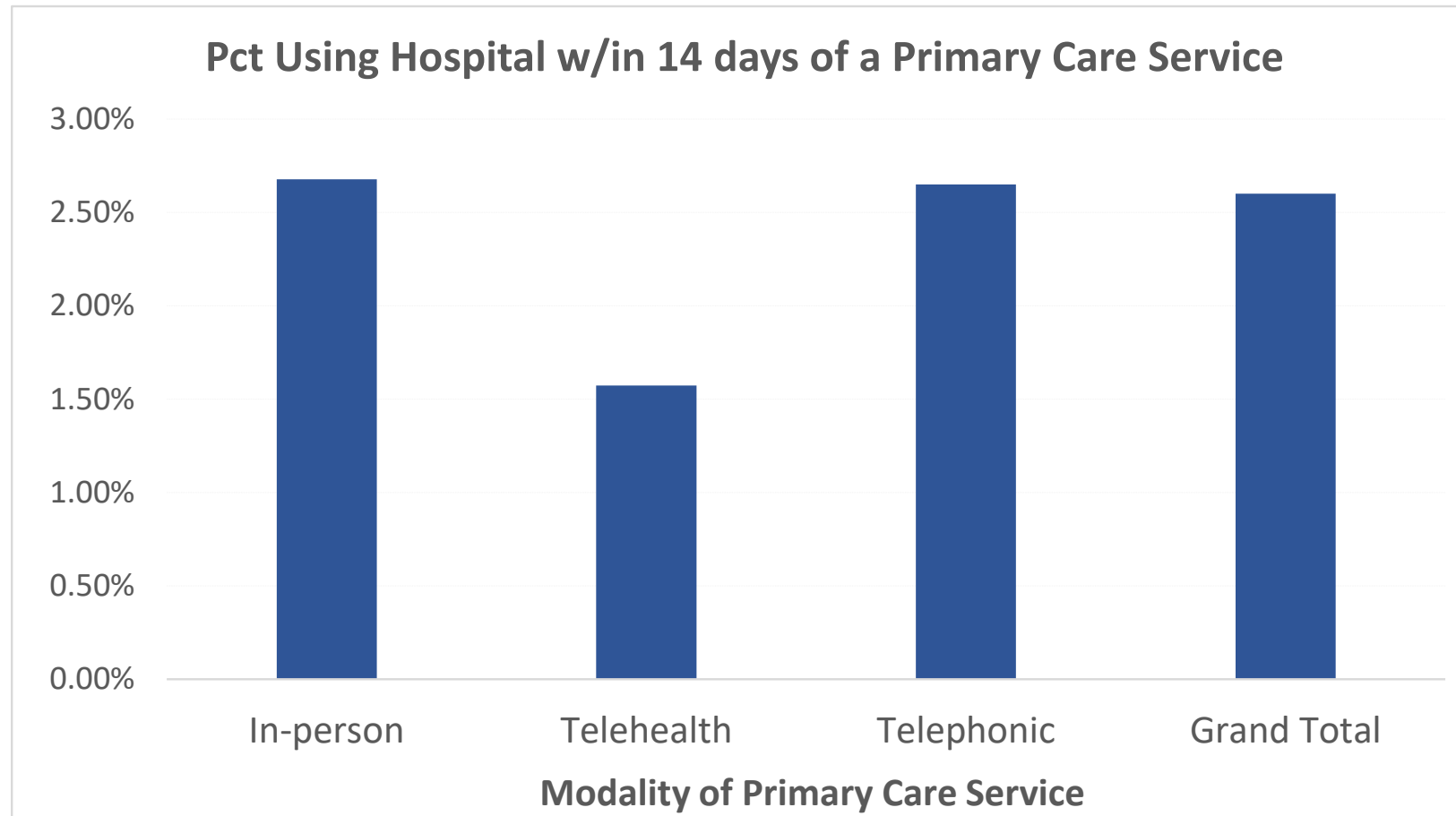




## A Second Visit Was Less Likely After Teleservices

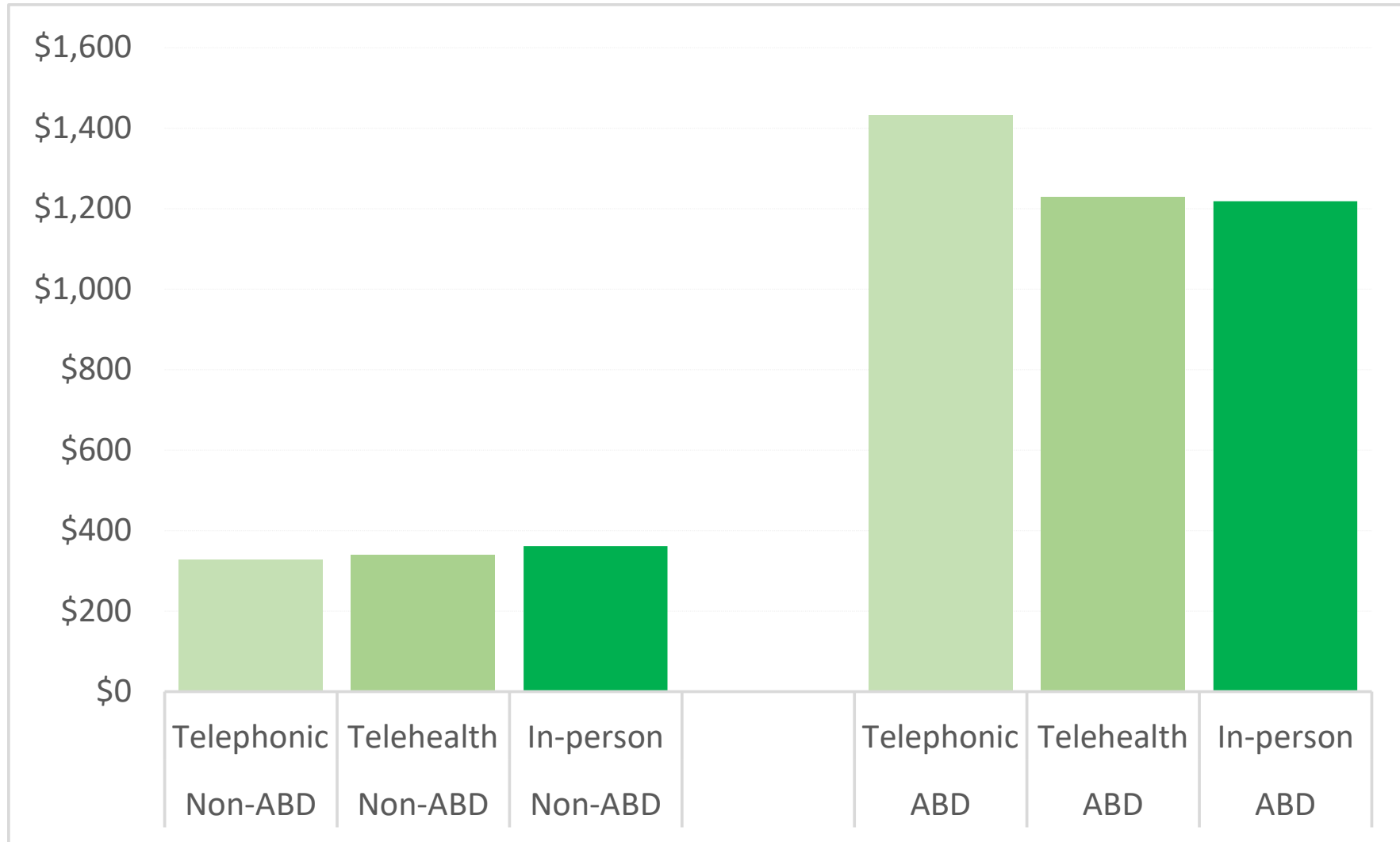


# Hospitalization Following Primary Care Visit



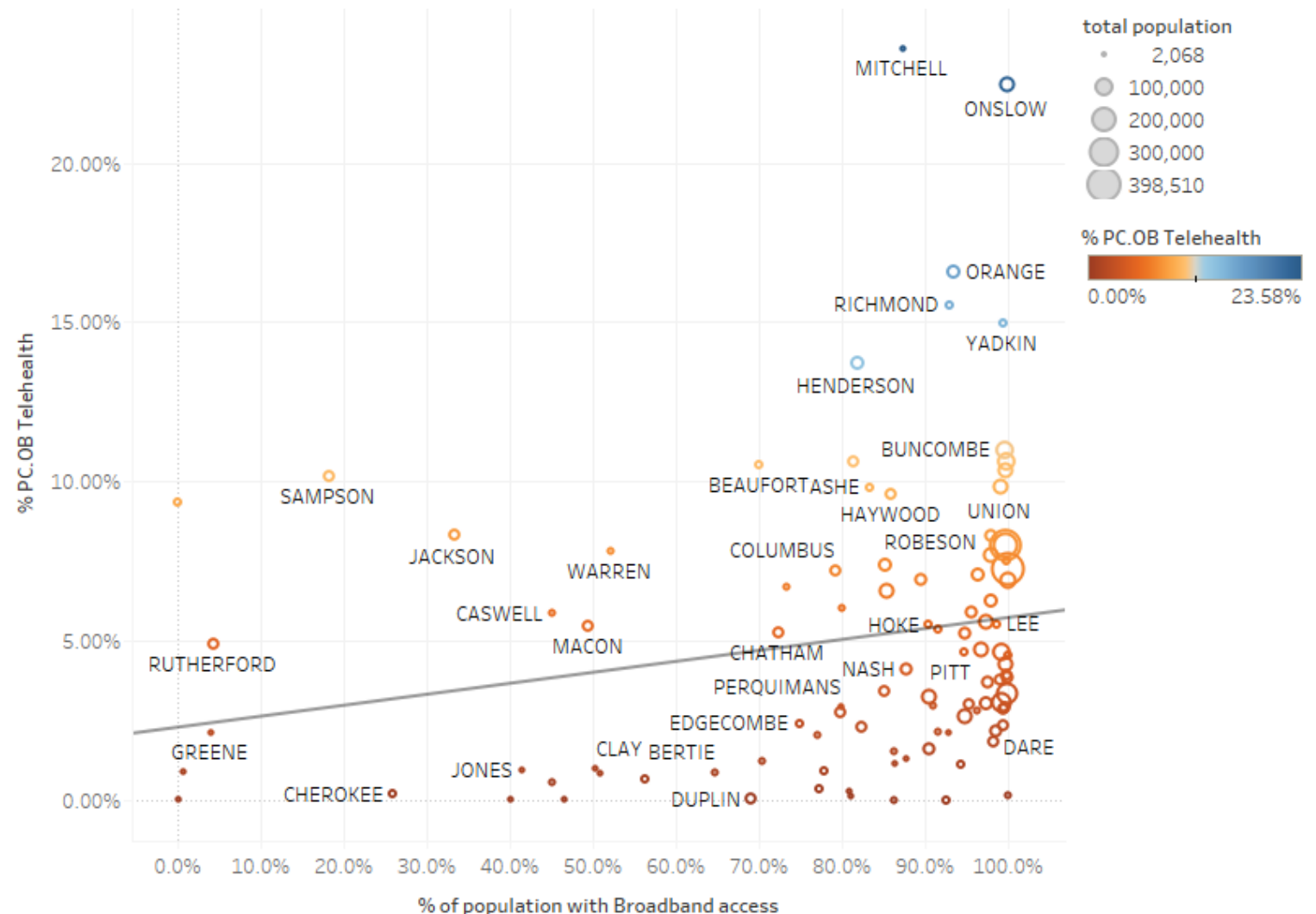
\*Chi-square table calculations indicated the relationship between teleservice utilization and a decrease/increase in ED/INPT visits among frequent flier populations was not statistically significant.

# Impact on Total Cost of Care



## Rurality, Broadband and Telehealth | 3/9/2020 – 9/20/2020

- Counties' rates of primary care and OB services that were telehealth:
  - decrease as the percent of counties' populations living in rural areas increases
  - increase as the percent of counties' populations with broadband access increases
- These relationships do not hold for behavioral health telehealth services

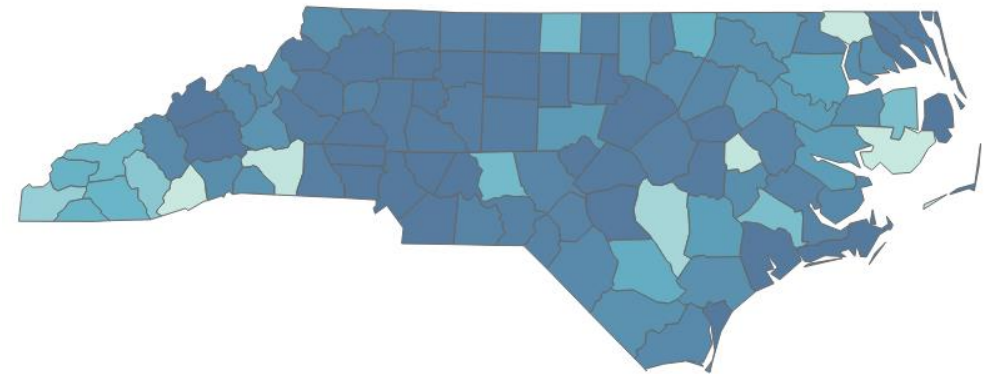
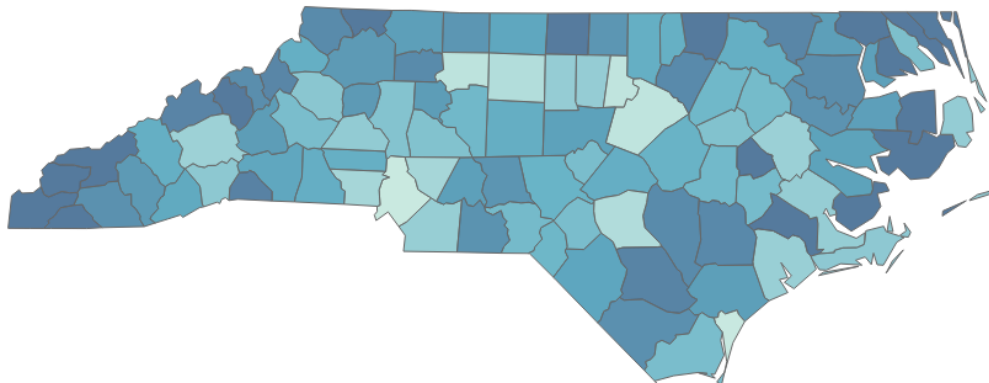
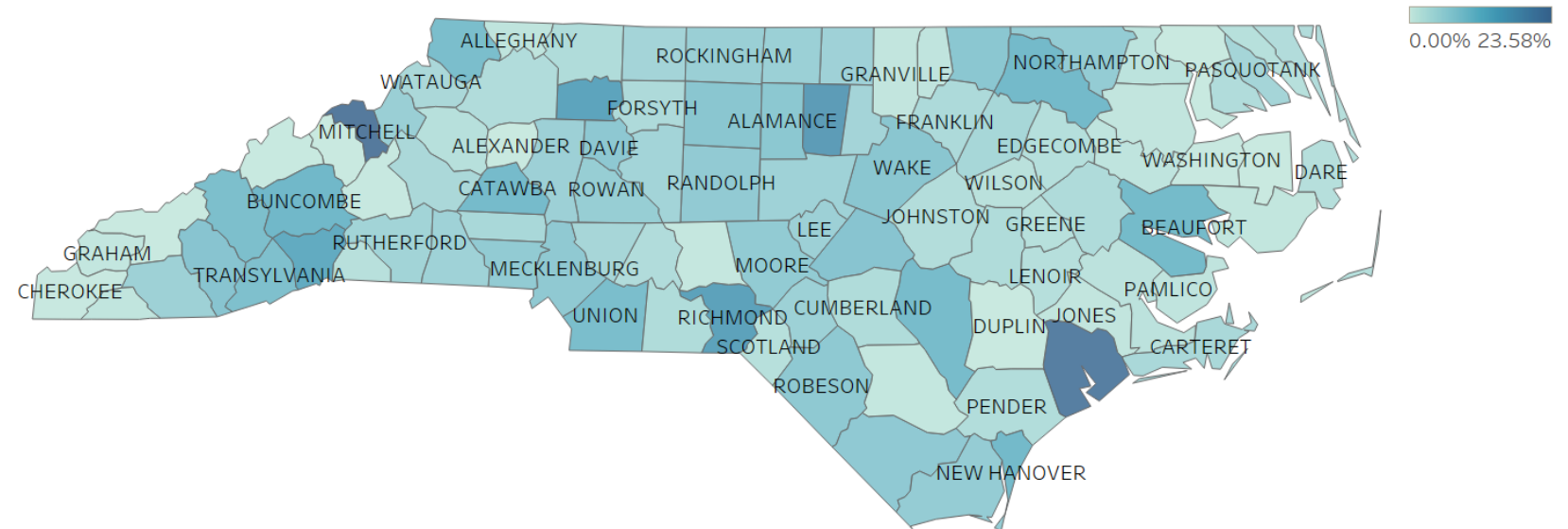


## Percent Telehealth by County | 3/9/2020 – 09/20/2020

Counties' rates of primary care and OB services that were telehealth (top right):

- decrease as the percent of counties' populations living in rural areas (bottom left) increases
- increase as the percent of counties' populations with broadband access (bottom right) increases

These relationships do not hold for behavioral health telehealth services



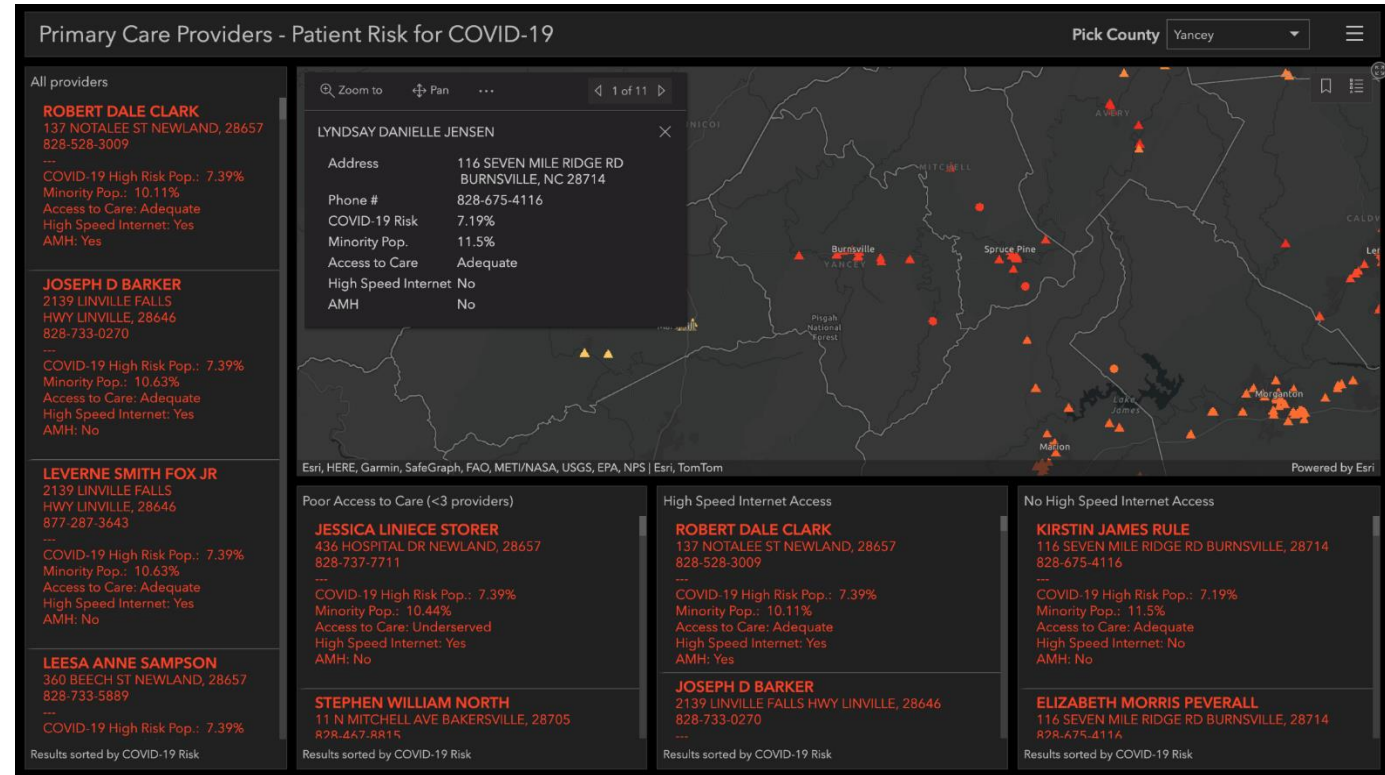
Claims data pulled from CCNC dashboard

Rurality and Broadband data pulled from the Federal Communication Commission's Mapping Broadband Health in America project - <https://www.fcc.gov/health/maps/developers>

# Overcoming Barriers

## State

- Office Rural Health broadband and other initiatives
- DHHS Telehealth Workstream
- Medicaid Telehealth Expansion
- Collaboration with DMH on Telehealth Expansion
- Convened the Payers Council to align coverage transparently across plans
- Crowd sourced video to encourage patients to engage in telehealth
- [https://youtu.be/\\_Oc4kLeBXgY](https://youtu.be/_Oc4kLeBXgY)
- Practice Supports deployed to Low Telehealth Utilizers in high risk areas



# Overcoming Barriers

- **Providers and Patients**

- Family or friends would loan use of devices or networks
- Practices would open their network access and extended it
- Public places like libraries and schools had open access wifi
- Ipad Model of visit
- NCMS offered free telehealth platform for practices to use

## A Story of Two Counties: August 2020

<u>Buncombe</u>	<u>Madison</u>
Many Options	One Provider
High Speed	Low Speed
Dedicated	Shared
Reliable Connection	Intermittent Connection
Down: 200 mB	Down: 20 mB
Up: 20 mB	Up: 5 mB
\$70 per month	\$140 per month
	PLUS:
	Tree Removal
	Tower Upgrade \$1,600





# The Digital Divide